

Pop-Up Birthday

Job Title: Volunteer Coordinator

Location: Austin, TX (In-Office)

Status: Full-time, Non-Exempt

Reports to: Executive Director

Compensation: Commensurate with experience. Includes Paid Time Off (PTO) and paid holidays.

Position Summary

The Volunteer Coordinator is responsible for the hands-on execution of all birthday box fulfillment and volunteer coordination. This role ensures every birthday box is assembled accurately, efficiently, and with care.

This position manages all volunteer scheduling, group coordination, and on-site engagement while also overseeing program communications, including social media and printed materials.

This is an in-office role requiring 4-5 days per week on-site presence and 1–2 Saturdays per month for volunteer groups or special events.

Key Responsibilities

Birthday Box Fulfillment

- Prepare, assemble, and package all birthday boxes according to youth profiles.
 - Ensure all box items match requested themes, sizes, and personalization details.
 - Confirm quality control before delivery or pick-up.
 - Maintain inventory organization and supply restocking alerts.
 - Ensure workspace remains organized, safe, and efficient.
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Volunteer Coordination

- Serve as primary point of contact for all volunteers and volunteer groups.
- Schedule and coordinate volunteer shifts and group opportunities.

- Facilitate volunteer orientations and provide clear task instructions.
 - Track volunteer hours and maintain engagement records.
 - Create a welcoming, mission-centered volunteer experience.
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Communications & Outreach

- Manage Pop-Up Birthday's social media scheduling and content posting.
 - Coordinate and manage all community drives.
 - Create flyers and promotional materials in Canva.
 - Assist in capturing and sharing impact stories (when appropriate).
 - Maintain brand consistency across social and print materials.
 - Support website updates including event pages and donation links.
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Administrative Support

- Assist Program Manager with data entry related to youth profiles and sponsorship tracking.
- Support event logistics and volunteer needs for fundraising events.
- Maintain accurate documentation of inventory and program activity.

General Support

- Collaborate regularly with the Executive Director and Program Manager to align tasks with organizational priorities.
 - Perform other duties as assigned to support the mission and daily operations of Pop-Up Birthday.
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Qualifications

- 2+ years of experience in nonprofit programs, volunteer coordination, or operations.
- Excellent organizational and time management skills.
- Comfortable managing volunteer groups and speaking to groups.

- Experience with Canva and social media platforms preferred.
 - Ability to lift up to 30 lbs regularly.
 - Strong attention to detail and commitment to accuracy.
 - Warm, mission-driven approach to working with volunteers and community partners.
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Work Schedule Requirements

- Monday–Friday in-office (4-5 days/week required).
- 1–2 Saturdays per month for volunteer groups or events.
- Occasional evening support for special programming.

Please submit resume and cover letter to Marcus Cantu at marcus@popupbirthday.org